

# WASHINGTON STATE DEPARTMENT OF REVENUE



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### **Washington State Department of Revenue Wins FTA Award for User-Centered Web Site**

**Washington, D.C., April 18, 2008** -- The Federation of Tax Administrators (FTA) announced this week that the Washington Department of Revenue is winner of its 2008 Award for Outstanding Technology Applications in State Tax Administration.

The award recognizes the Department's user-centered web applications developed through research and usability testing with businesses that regularly use the site at <http://dor.wa.gov>.

Judges were impressed by Washington's extensive customer involvement in the development and design process, saying the program was innovative and an excellent demonstration of how effective usability studies are in software development.

"I'm extremely pleased to receive this recognition of our efforts to provide taxpayers with web services that meet their needs," Department Director Cindi Holmstrom said. "Our customers expect to be able to conduct business with us on the web, and it's our job to make sure they can do so simply and easily."

The FTA judges said customers have reacted positively to the redesigned site, commenting on: "... the ease of use and friendly navigation, ability to easily E-file, and the online videos ... Revenue's web site is an example for others to follow."

They also noted that the Department's redesigned web site has drawn national attention, with numerous state agencies contacting the Department to learn more about Washington's leadership in this area.

The Federation of Tax Administrators is a nonprofit organization composed of the tax and revenue departments of the 50 states, the District of Columbia, New York City and Puerto Rico. Its mission is to improve the standards and methods of tax administration.

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